



NORTH CENTRAL CPOC INFORMATION SERVICES DIVISION

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ISD Chief**

North Central Civilian Personnel Operations C



Information Services Division

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ISD ~ 8%
250 ~ 20
237 ~ 19
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Functional Automation Branch

Work-Load Analysis Tools

ORACLE Updates/Changes

Systems Analysis

SQL Development/Support

MDCPDS Quality Control

Modern/CSU User-id Creation/Management

Daily RIPS

W3L Download/Processing

BOA Administration

Productivity Reporting (CivPro)

MDCPDS Army Solutions

Modern System Integration/Consultation

Pay Adjustments/Tables

Online Reports (JAVA)

Functional Customer (Help Desk) Support

Output Product Distribution

Modern Access Rights / Trouble-Shooting

BOA Report Creation

Network Management Branch

Hardware/Software Administration

Citrix/Metaframe

Application Development

Automation Infrastructure/Infostructure Security

Automation Centralization and Relocation Issues

File Backups

NETCOM/DOIM Liaison

ART/HART Administration

Office Automation Application Support

ADPE Security / ACERT Validation

Network/Communication Support

System Accreditation

Exchange/E-mail Administration

Continuity of Operations Lead

Server/Workstation Setup/Support

Web Administration/IIS

DA Central Site Liaison

PKI/CAC

Automation Survival Training

Property Book Accountability

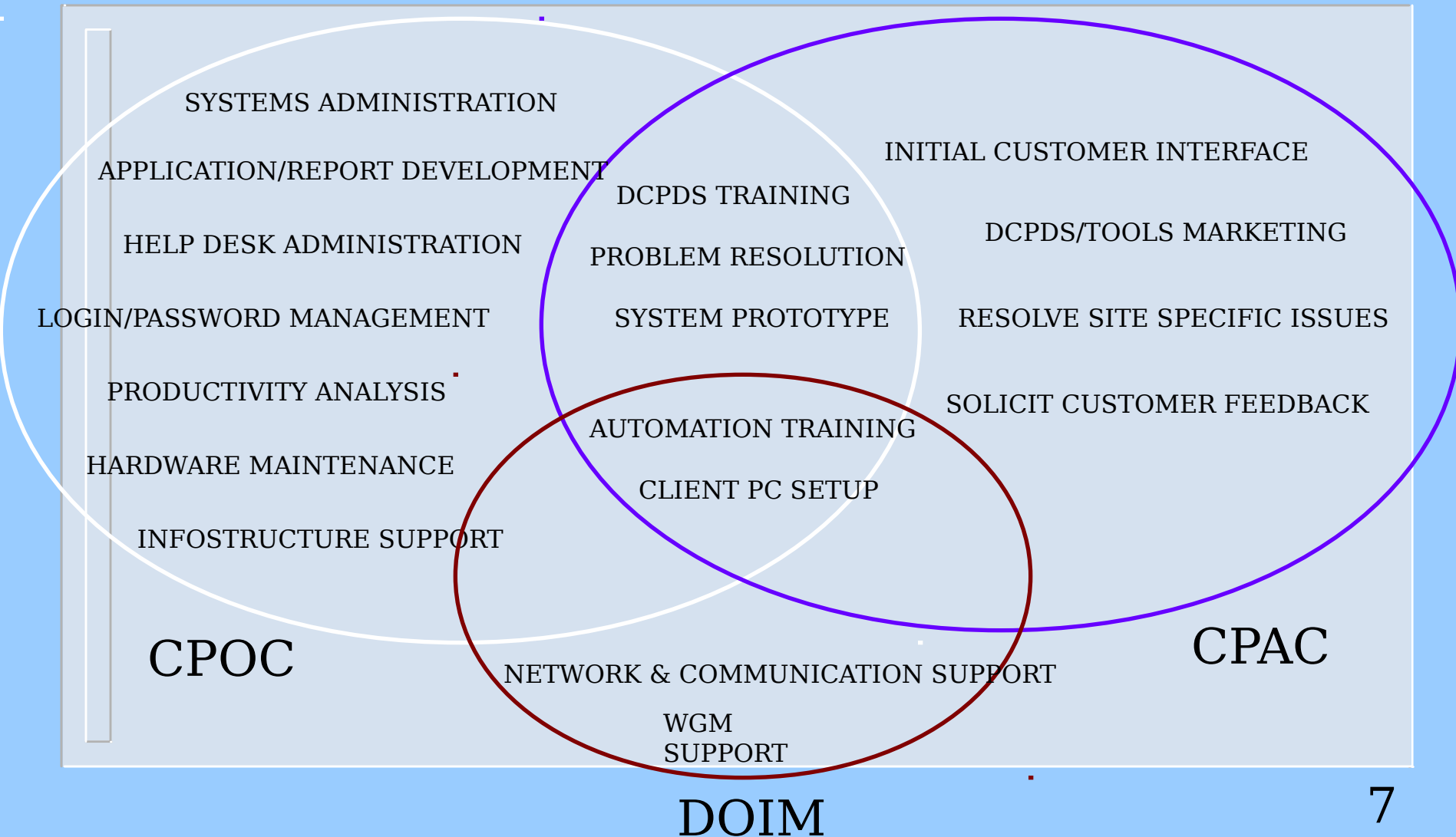
ISD MISSION

PROVIDE QUALITY, TIMELY, PERSONAL &
PROFESSIONAL FUNCTIONAL AND
TECHNICAL INFORMATION MANAGEMENT
SUPPORT TOWARDS SUSTAINING AND
IMPROVING PERSONNEL PROCESSING
BUSINESS PRACTICES AND IN
FURTHERANCE OF THE MISSION OF
EFFICIENTLY AND ACCURATELY “FILLING
JOBS FAST.”

ISD VISION

PROVIDE QUALITY AND TIMELY AUTOMATION SUPPORT AND GUIDANCE IN FURTHERANCE OF THE DYNAMIC CIVILIAN PERSONNEL REGIONALIZATION THEME. INCLUSIVE IN THIS EFFORT IS THE COMMITMENT AND DEDICATION TOWARDS IMPROVING BUSINESS PROCESSES THROUGH AUTOMATION, DEVELOPING INNOVATIVE DATA MANAGEMENT AND REPORTING TOOLS, SUSTAINING THE INTEGRITY OF ELECTRONIC DATA AND SUPPORTING THE AUTOMATION INFRASTRUCTURE IN A SAVVY AND INNOVATIVE MANNER. THESE ACTIONS WILL BE PERFORMED IN AN ATMOSPHERE THAT FOSTERS CREATIVITY, ENCOURAGEMENT, AND TEAM-WORK; WHERE EMPLOYEES ARE EMPOWERED WITH AUTHORITY AND RESPONSIBILITY; AND WHERE THE SYNERGISTIC EFFORTS OF ALL PARTICIPANTS ALLOWS US ALL TO PERFORM AT OUR OPTIMUM LEVEL. WE WILL REMAIN THE BEST CPOC THROUGH THE DILIGENT EFFORTS OF EVERYONE IN ISD AND BECOME THE ARMY'S CHOICE LOCATION FOR FUTURE CONSOLIDATION/CENTRALIZATION OF HARDWARE, APPLICATIONS AND PERSONNEL SUPPORT CELLS.

ROLES



WHAT JUST HAPPENED?

- Single Army Corporate Personnel Database
- Hardware Centralization - Army Central Data Center and Hoffman Building
- Security Issues
- Creation of RHRD and Realignment of CPACs

CURRENT STATUS & TRENDS

- Army Regional Tools (ART) Expansion
- Expanding Use of our ISD Help-Desk by Manager Community
- Identification of Standard and Recurring Report Requirements

FUTURE PLANS/INITIATIVES

- More Standardization
- More Centralization (Army
Civilian Data Center / Network
Enterprise Technology Command)
- Army Portal
- Oracle 12i and/or Something?

DISCUSSION TOPICS

- Overall Communication with Managers and CPACs...
- PSM/DOIM Conferences...
- Methods of Communication...
- Automation Trends/Issues in the User Community?

CUSTOMER PERSPECTIVE - HOW ARE WE DOING?

- What Does ISD Do Well?
- How Can we Improve and Add More Value?
- Overall Level of Customer Satisfaction?
- Please Provide Continual Feedback...



THANKS FOR YOUR SUPPORT
&
FOR HELPING US HELP YOU!



